



*Working for America*

OPM Service Provider Webinar  
Washington, D.C.  
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UNITED STATES OFFICE OF PERSONNEL MANAGEMENT





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Julie Brill  
OPM Training Data Reporting Requirement

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# Reporting Training Data

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## Training Reporting Requirement Deadline

- Based on 5 Title CFR 410.701
- All federal agencies must report training data to EHRI by December 31, 2007
- 27 required data elements (e.g., training title, costs)

## Standard Form 182 (SF-182)

- This form is a tool for agencies to collect the 27 required data elements
- Memorandum dated July 2, 2007, announced the required use of the SF 182 Training Form



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Marty Mitchell  
The HR LOB e-Training Initiative

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# The Federal E-Training Environment

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- Historically, the U.S. Federal Government has taken an agency-centric approach to delivering human resources services to government employees. Agencies have their own human resources (HR) missions, training courses and technology. While it makes sense for agencies to determine training requirements for staff competencies, it also makes sense to identify technologies and learning services that can help reduce training costs and identify courses that can be shared across federal agencies.

The e-Government Initiative was launched to address this business issue. This initiative, managed by OPM's HR Line of Business (HR LOB) was tasked to consider the business benefits of shared services and propose common federal solutions.

- For the e-Training Initiative that includes identifying e-Learning standards, leading-edge technologies and reusable course content through a service-oriented business model



# Benefits of a Service-Oriented Approach

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The e-Government/HR Line of Business approach to common services and solutions offers the following e-Training benefits:

- Reducing redundancies and achieving economies of scale in the purchase and/or development of e-learning content and in purchase of learning technology infrastructure
- Consolidating systems or sharing of courses, hardware and software wherever possible;
- Offering user-friendly, one-stop access to robust and high-quality e-Learning environments; and
- Encouraging e-Learning investments as part of a strategic, systematic, and continuous development of Federal government human capital.



# E-Training Program Goals and Governance

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OPM's HR LOB is the Managing Partner for the E-Training Initiative.  
As Managing Partner, OPM is responsible for:

- Monitoring mandated agency migrations to common, interoperable Learning Management Systems
- Creating a service-oriented environment
- Identifying innovative e-Learning best practices, technologies and courses; and
- Coordinating the e-Training governance activities that support the Chief Human Capital Officers Council and federal agencies



# e-Training Service Providers

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One of the e-Training governing councils is the e-Training Service Providers Consortium (TSPC)

- OMB Certified Training Providers include OPM's GoLearn, HHS's FasTrac, National Technical Information Service (NTIS), State Department's Foreign Service Institute (FSI), and the Defense Acquisition University (DAU).
- We are here today to talk about the innovative e-Learning solutions, technologies and courses each Provider offers. These services are tailorable to agency needs and missions.

# Certified E-Training Service Providers

Service Provider				
<b>FasTrac</b>	<b>FSI</b>	<b>GoLearn</b>	<b>NTIS</b>	<b>DAU</b>
Targeted Demographic				
Highly Secured Content and Infrastructure	US Foreign Service and Language Courses	Federal Course, and Infrastructure	University Curriculums and Infrastructure	Federal and DOD Acquisition Community
Background				
<ul style="list-style-type: none"> <li>Operated out of Department of Health and Human Services</li> <li>Originally developed for the Intelligence community</li> <li>Primarily focused on global organizations requiring heightened security precautions</li> </ul>	<ul style="list-style-type: none"> <li>Operated out of the U.S. Dept of State</li> <li>Prepares American diplomats and other professionals from the foreign affairs community to advance US interests overseas and in Washington.</li> </ul>	<ul style="list-style-type: none"> <li>Operated out of the Office of Personnel Management</li> <li>Formerly DOT's TVU program</li> <li>Leverage COTS Products</li> <li>Primarily focused on civilian agencies</li> </ul>	<ul style="list-style-type: none"> <li>Self-supporting agency of the U.S. Department of Commerce</li> <li>Primarily focused on secure delivery over the open internet with dedicated IT support</li> <li>Diverse industry partners</li> <li>Civilian &amp; defense agency support</li> </ul>	<ul style="list-style-type: none"> <li>Operated out of the Department of Defense</li> <li>Primarily focused on federal and Defense Acquisition, and DoD (AT&amp;L) community providing products and services to war fighters</li> </ul>



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Hassan Gharekhanloo  
Foreign Service Institute

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# Foreign Service Institute United States Department of State

The Foreign Service Institute is the training organization for the Department of State, providing courses and training products that help prepare US foreign affairs professionals to serve and promote US interests in world affairs





# The Foreign Service Institute

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- Established in 1947
- Worldwide Audience, 20 time zones
- 400+ classroom courses
- 2000+ online courses
- Facilities in Washington Metro, Fort Lauderdale, Frankfurt, Seoul, Tunis, Taiwan
- Designated e-Training Service Provider, 2005
- Designated Information Systems Security LOB Shared Service Center, 2007



# Our Partners

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FSI trains on reimbursable basis (Economy Act)

- 47 Agencies
- Executive, Legislative, and Judicial Branch employees
- State and local government staff
- U.S. Private sector involved in international affairs
- Limited training to foreign government officials
- Migrated National Labor Relations Board to the Department's ISS LOB CyberSecurity solution in 2007



# Benefits

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- All FSI courses (classroom and distance) link course learning objectives to
  - Foreign Service Precepts
  - OPM Competencies
- Formal training continua for major functional areas
- Several years of experience developing distance learning courses and delivering on the Internet
- Successful submission of EHRI data to OPM
- Continuous feedback from student population reflecting high level of satisfaction

# Summary

- More than 60 years experience in training
- Expertise in foreign languages
- Provider of FISMA Compliant solutions for IT Security awareness training
- FSI has focused on developing and delivering distance learning courses increasingly since 2000



# Contacts

- **FSI Executive Director**
  - **Catherine J. Russell (703) 302-6729**
- **Websites:**
  - **[Jsas.state.gov](http://Jsas.state.gov)**
  - **[Fsitraining.state.gov](http://Fsitraining.state.gov)**





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Sue Seabolt  
FasTrac

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*United States of America*

FasTrac is a Federal Program  
that empowers agencies to meet their  
Human Resources Development  
and Education requirements.



# Our Partners

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- Federal Government Agencies
- Department of Defense
- Industry
- Academia

# Benefits

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- Coordinated Team Approach
- Assessment and Strategic Planning
- Collaboration across Government
- Learning Consulting Services
- Integration Support Services
- Custom Content Development
- Learning Management Systems and Service
- EHRI Guidance and Coordination
- Streamline Acquisition

# Summary

**Training Requirement Planning**

**Implementation Support**

**Streamline Acquisition Support**

## **Point of Contact:**

- 1. Joe Piazza (Director), 202.262.4453,  
jpiazza@los.fedsource.gov**
- 2. Charles Keith (Account Mgr), 202.379.6112,  
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Spence Burton  
GoLearn

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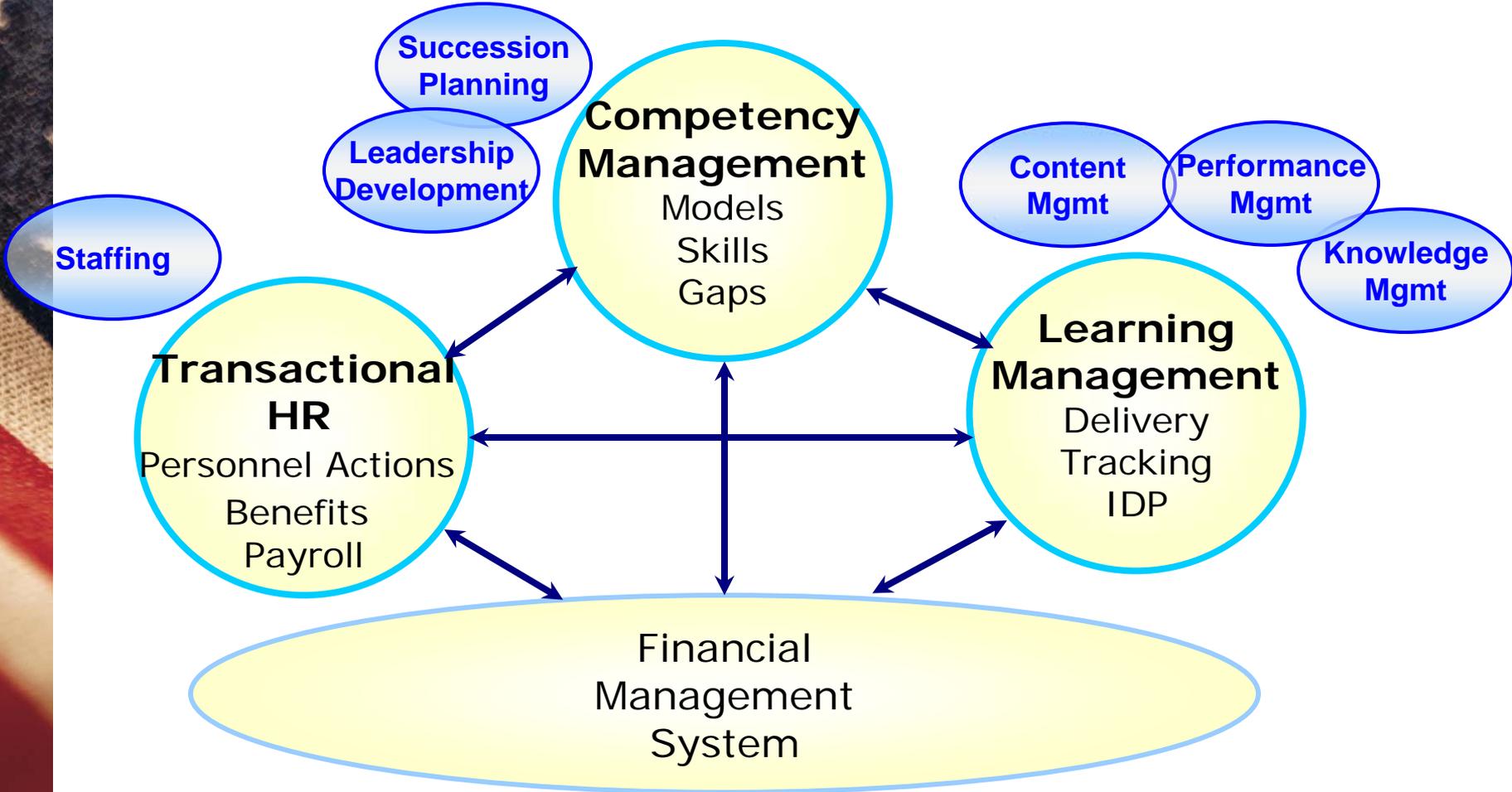


# GoLearn Capabilities and Vision

Presented at the  
HRLOB Service Provider Webinar  
By  
Spence Burton (contractor)  
Business Development Manager  
GoLearn Program



# Integrated HCM: The Vision



# Complete HCM Offering

<b>STA #</b>	<b>Description</b>	<b>Vendors</b>
<b>STA1</b>	<b>Learning Management Systems (LMS)/Learning Content Management Systems (LCMS)</b>	<b>7</b>
<b>STA2</b>	<b>Training Content</b>	<b>17</b>
<b>STA3</b>	<b>Collaboration Tools and Human Capital Performance Applications (Competency Management, etc.)</b>	<b>11</b>
<b>STA4</b>	<b>Implementation, Customization and Integration Support Services</b>	<b>9</b>
<b>STA5</b>	<b>Consulting, Transformational Change Management</b>	<b>10</b>
<b>STA6</b>	<b>Academic Licensing, Credentials, and Online Degrees</b>	<b>5</b>
<b>STA7</b>	<b>GoLearn Staff Support and Services</b>	<b>4</b>



# GoLearn Value Proposition

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- Pre-competed, Non-protestable Procurements
- Revolving Fund: Options for Federal Agencies
- Risk Management
  - Pre-qualified vendors, non-protestable
  - License Aggregation
  - Integrated Talent Management, HR-IT System Integration Strategy
- Complete Contract and Project Management with PMI-certified Project Managers
- Comprehensive IT Security Management
- Government's Most Extensive Knowledge Base of LMS Implementation Best Practices and Lessons Learned
- Integrated Support of Federal Initiatives:
  - PMA, EHRI, HR-LOB, ISSLOB, Proud To Be, Section 508, NIST 853



# Doing Business With GoLearn

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- Interagency Agreement
  - Government to Government
  - Can include MOU and/or SLAs
  - Funds transferred to OPM Revolving Fund
- GoLearn IDIQ
  - Comprehensive HCM Products & Services
  - GoLearn handles competition, award, invoices
  - Task Order Competitions
  - Best-of-breed suppliers
  - Multi-year, base + option, non-protestable
- GoLearn Client Management
  - Program/Project Managers
  - Team of HCM SMEs
  - Technical Specialists
  - IT Security Specialists



# GoLearn Overview

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- Program component of OPM's Human Resources Products and Services Division
- Delivering L&D solutions to over **1 million** Federal employees plus government contractors
- Knowledge experts - Serving **23 of 26** scorecard agencies, plus **11** large independents
- Evolving from LMS and Content to deliver broader Human Capital Management Solutions
  - **Competencies, Succession Planning, Workforce Performance Management, Talent Management, Human Capital Strategy**
- GoLearn has 50 vendors delivering comprehensive HCM solutions
  - **Infrastructure, Systems, Applications and Integration**
  - **Training Content & Degree Programs**
  - **Consulting**

# Our Results

14/15 Cabinet, 23/26 Scorecard, 11 Large Independents  
1.2 Million Government Users

- ☑ **Agriculture**
- ☑ **Commerce**
- ☑ Defense (**DISA, MDA, OSD**)
- ☑ **Education**
- ☑ **Energy**
- ☑ **HHS**
- ☑ **DHS**
- ☑ **HUD**
- ☑ **Interior**
- ☑ Justice
- ☑ **Labor**
  - State
- ☑ **Transportation**
- ☑ **Treasury**
- ☑ **Veterans Administration**
- ☑ **USAID**
- ☑ **EPA**
  - Corps of Engineers
- ☑ **GSA**
- ☑ **NARA**
- ☑ **NASA**
- ☐ **OMB**
- ☑ **OPM**
- ☑ **SBA**
- ☑ Smithsonian
- ☑ **SSA**

Checked = GoLearn Scorecard Agency Customers    **Bold** = Enterprise LMS Implementations



# GoLearn Program Key Contacts

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- Program Director  
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Luis Ramirez  
Defense Acquisition University

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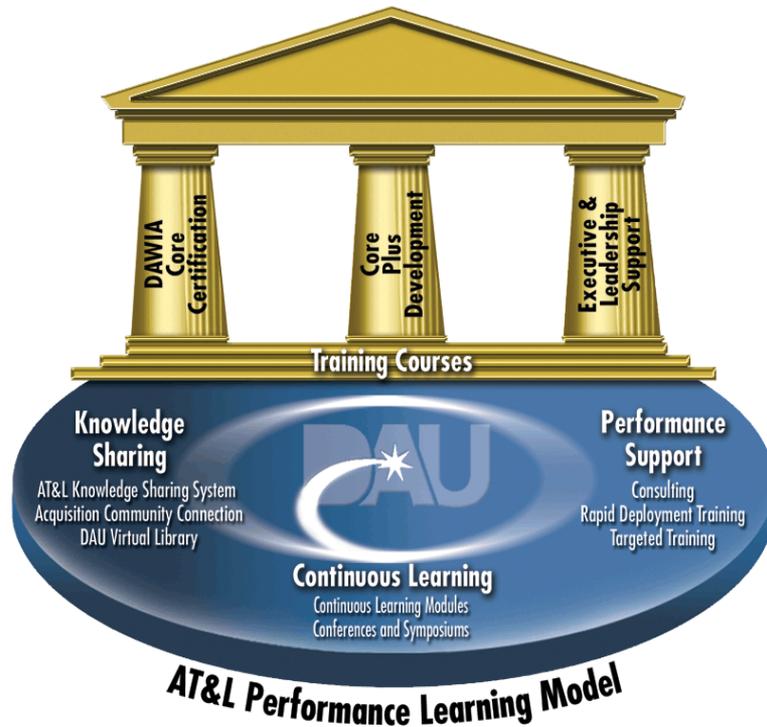


# United States of America Defense Acquisition University

Provide practitioner training, career management, and services to enable the acquisition, technology, and logistics (AT&L) community to make smart business decisions and deliver timely and affordable capabilities to the war fighter.



# Benefits – DAU's Commitment to the Defense and Federal Acquisition Workforce



- **Training** - 24 / 7 learning assets: in the classroom and in the workplace
- **Continuous Learning** - Helping you learn in the workplace: what you need to know , when you need to know it
- **Performance Support** - Supporting your organization
- **Knowledge Sharing** - Connecting you – *the Engaged Learner* - with the experts, resources and materials you need to do your job

Shaping a culture of engagement and career-long learning

# DAU Strategic Partnerships

## Credit for DAU courses toward degrees & certificates at colleges and universities

- Shorter time to get your degree
- Saves tuition assistance and out-of-pocket expenses

### "Excelerate" Your Master's Degree...

Excelerate is an exciting new program where you can earn your master's degree in less time. Through this program, several universities are offering the AT&L workforce credit toward masters degrees for DAWIA Level II and III certification.\*



\*DAWIA course and masters programs vary



More information on DAU's partnership program can be found at: <http://www.dau.mil/about-dau/partnerships.aspx>



# Summary

- DAU is in the business of providing acquisition training and performance support to DoD and Federal Agencies
- DAU can support partnerships in development and delivery (ATLAS LMS) of learning assets directly related to the defense or federal acquisition workforce



# Summary

**Luis Ramirez**

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Shannon Burrington  
National Technical Information Service

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# NTIS

**Under the Department of Commerce  
Interagency Agreements Federal Agencies Authority  
Joint Venture Partnerships Industry Partners Authority  
1998 First Generation GOTS LMS – DAU  
2002 OPM Approved Service Provider**



# Our Partners

- **Booz Allen Hamilton**

- Atlas Pro – web based LMS

- **Carahsoft Technology Corp.**

- Adobe Connect Products & Solutions
- Subject experts can create training using PowerPoint
- Deploy, track & manage the virtual classroom

- **Cornerstone OnDemand**

- Talent Management System
- Assess performance & competencies
- Enable career planning for critical job roles

- **eCornell**

- PMI approved for Professional Development Units
- Cornell's Johnson Graduate School of Management





# Our Partners

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- **Edge Digital Group**
  - Technical writing
  - Programming
  - Translations in hundreds of languages
  - Graphic design and multi-media production
- **Knowledge Engineering & Associates**
  - Comprehensive training & talent management services
  - Program and project administration
  - Evaluation & content development
  - Database of lessons learned in all aspects of learning and development

# Our Partners

- **Knowledge Management Solutions Inc.**
  - KMx Software
  - Convert instructor-led materials into online courses
- **Meridian Knowledge Solutions, Inc**
  - Complete suite of products
  - Offering inherent web 2.0 technology
- **Onsite Seminar**
  - Expert video instruction
  - Hands on lab simulations
  - Around the clock online Live mentors
- **Paradigm Solutions**
  - Single tool for COOP planning
  - Incident management





# Our Partners

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- **Plateau**

- **Adaptable, unified web-based talent management**
- **Software and content**

- **PTG International**

- **ROI tools for Federal Workforce Flexibility Act**
- **Ability to capture job tasks to create curriculum**
- **Comprehensive assessment at all levels**

- **Q2 Learning**

- **Collaborative learning and knowledge management**
- **Informal learning and knowledge sharing**
- **Speed to proficiency**
- **Communities of practice**



# Our Partners

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- **RWD Technologies**

- Professional services focused on performance and quality management
- uPerform® software to capture work processes to create on-line help support

- **Towson University**

- Certificate and Degree Programs
- National Security Agency approved programs
  - Information Technology
  - Security
  - Project Management

- **University Alliance**

- Certification Programs
  - Notre Dame
  - Villanova



# Our Partners

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- **University of Management and Technology (UMT)**
  - **Project Management Professional certification**
  - **Program and Acquisition management**
- **VCampus Corporation**
  - **Technology, people and processes to align e-Learning with your agency's strategic mission**



# Benefits

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- **Diverse Capabilities**
- **Partner Collaboration**
- **NTIS Program Management Professionals**
- **NTIS Financial Management**
- **NTIS Secure Web Services & Hosting**
  - **Dedicated NTIS IT Staff – 24/7 Support**
  - **Customer Assistance Center**
  - **Technical Help Desk Support**
    - **Competitive Pricing**
    - **Custom Solutions**
    - **Responsive Customer Service**

# Summary

**Choices**  
**Collaboration**  
**Peace of Mind**  
**Easy to Use**  
**Customer Service**

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